

METHOD AND SYSTEM FOR AUTOMATED FREIGHT CLAIMS

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ABSTRACT OF THE DISCLOSURE

5 Freight claims of a manufacturer to a logistics service provider are automated to manage re-orders of built to order products, such as information handling systems, in response to delivery reports from customers for lost or damaged freight. A freight claim engine automatically initiates communication to the logistics service provider for customer delivery reports of freight claims and determines whether to re-order the
10 delivery of the product based on the response of the logistics service provider. Responses to a freight claim by the logistics service provider that indicate delivery of the product in a desired time precludes a re-build of the product to improve customer satisfaction and reduce manufacturer costs.